

DEPARTMENT OF WORKFORCE DEVELOPMENT
DIVISION OF WORKFORCE SOLUTIONS
ADMINISTRATOR'S MEMO SERIES

NOTICE 04-13

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RE: RE-DESIGNATION AS "FOR
INFORMATION ONLY" OF
THE W-2 AGENCY
PERFORMANCE
STANDARD FOR TIMELY
EXTENSION ENTRY

To: W-2 Agency Directors

From: Bill Clingan /s/
Division Administrator

Purpose

This Administrator's Memorandum announces the re-designation of the Timely Entry of Extension Decisions W-2 agency performance standard as "for Information Only" and clarifies the meaning of "for Information Only."

Background

Wisconsin Works (W-2) program policy permits time limits on W-2 participation to be extended on a case-by-case basis under certain circumstances. W-2 program policy also requires W-2 agencies to process participant requests for extensions in a timely manner. Policies and procedures related to W-2 time limit extensions and their timely processing are outlined in Operations Memos 04-13 and 04-20, accessible online at:

<http://www.dhfs.wisconsin.gov/em/ops-memos/2004/pdf/04-13.pdf>, and
<http://www.dhfs.wisconsin.gov/em/ops-memos/2004/pdf/04-20.pdf>

The 2004-2005 Wisconsin Works (W-2) and Related Programs Contract includes a set of performance standards that measure W-2 agency effectiveness in providing program services and meeting program objectives. In addition to Required standards (used to establish Base Contract Compliance and eligibility for Right of First Selection) and Bonus standards (used to determine eligibility for performance bonuses if bonus funding is available), the contract includes performance standards designated as "for Information Only."

Initially, the 2004-2005 W-2 Contract included a Required performance standard for Timely Entry of Extension Decisions. To meet that standard, an agency was required to process extension decisions in a timely manner, as defined by program policy, in at least 95% of the relevant cases. However, in keeping with a belief that required performance standards should focus more on participant outcomes than on agency processes, the Department has reconsidered the “Required” status of the Timely Entry of Extension Decisions standard and decided to re-designate that standard as “for Information Only.”

Clarification of the “for Information Only” designation

The designation of a performance standard as “for Information Only” means that although agency performance with respect to the practice or outcome covered by the standard is measured and reported, comparison between an agency’s measured performance and a performance benchmark will not be used to determine Base Contract Compliance, Right of First Selection, or eligibility for a performance bonus. (Note: for this reason, the performance standards adjustments process does not apply to standards designated as “for Information Only.”)

A performance standard may be designated as “for Information Only” for a number of reasons, including the following:

- The policy or procedure for which agency performance is being measured may be new, and the “for Information Only” standard offers an opportunity to assess that policy or procedure without subjecting agencies to undue risk.
- The performance standard or method of measuring it may be new, and initial implementation of the standard on a “for Information Only” basis enables DWD to set realistic benchmarks before making it a Required standard in future contracts.
- Information about a particular practice, procedure, or outcome is needed for administrative reasons not directly related to decisions about Base Contract Compliance or Right of First Selection.

Designation of a performance standard as “for Information Only” does not mean that the policy, procedure, or outcome being measured under that standard is less important than those measured under Required performance standards. Although performance standards designated as “for Information Only” are not associated with specific performance benchmarks agencies must meet, data gathered for such standards are part of the information DWD uses to determine whether agencies appear to be fulfilling their contract obligations and identify trends suggesting the need for closer monitoring of particular agency practices.

Re-designation of the Timely Entry of Extension Decisions Standard as “for Information Only”

Effective January 1, 2004, the performance standard for Timely Entry of Extension Decisions will no longer be a required standard for determining Base Contract Compliance and Right of First Selection, but will be designated as “for Information Only.” This change in the status of that performance standard will be included in an amendment to the 2004-2005 Wisconsin Works (W-2) and Related Programs Contract.

The current description of the Timely Entry of Extension Decisions performance standard is being removed from the “Required Performance Standards” section of the performance standards Information Map. A revised version of that description is being added to the “Information Only Performance Standards” section of the Information Map. The current version

of the 2004-2005 W-2 Agency Contract Performance Standards Information Map is available on the 2004-2005 Performance Standards web site:

http://www.dwd.state.wi.us/dws/w2/performance_standards/default.htm

Monitoring of Timely Entry of Extension Decisions

The re-designation of the Timely Entry of Extension Decisions performance standard as “for Information Only” does not reflect any change in W-2 program policies with respect to extension decisions, the process of entering these decisions in CARES, or the notification of participants of these decisions. W-2 agencies must continue to follow these policies as outlined in Operations Memos 04-13 and 04-20.

Furthermore, although the Timely Entry of Extension Decisions performance standard has been re-designated as “for Information Only,” DWD considers the timely entry of extension decisions an important case management issue and will continue to monitor W-2 agency compliance with extension decision policies and procedures. DWD will continue to produce Data Warehouse/WebIntelligence reports on the Timely Entry of Extensions performance standard and use information from these reports to determine whether trends in that information call for targeted reviews of agency case management practices, as described in the 2004-2005 W-2 and Related Programs Monitoring Plan. Agencies found to be out of compliance with extension policies and procedures may be subject to corrective action as described in Section 17 of the 2004-2005 W-2 and Related Programs Contract.

Contacts: DWS Regional Offices